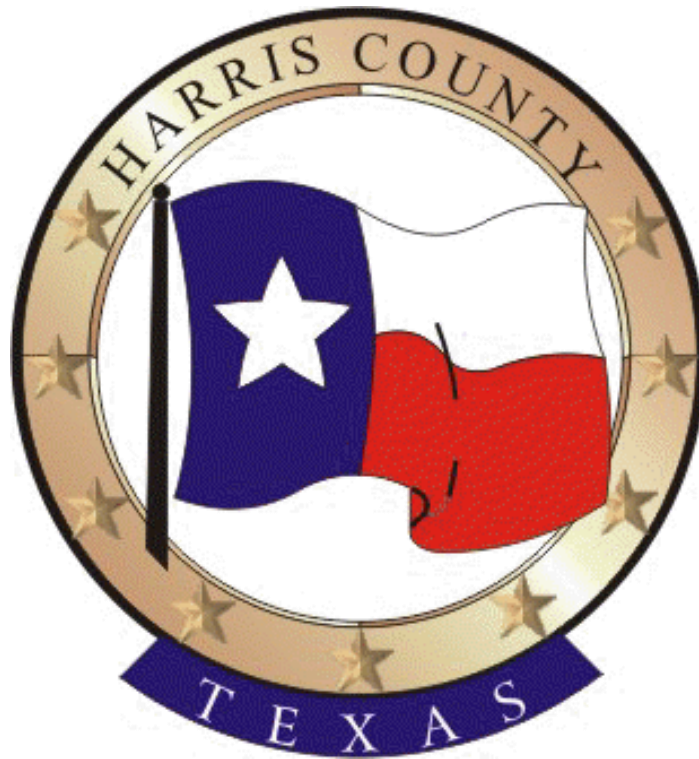


Employee Training Class And Wellness Program Schedule April – May 2013



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.harriscountytexas.gov/hctraining/>

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Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

REGISTRATION IS OPEN for April - May 2013

The website address for registration is <http://www.harriscountytexas.gov/hctraining/>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

Management Training

WHO SHOULD ATTEND: Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

*** This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* R*E*S*P*E*C*T	Tuesday	April 9	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Coaching Your Employees: The 364 Days Before a Performance Appraisal	Tuesday	April 16	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
* Big or Small – We Can Manage Them All! (Managing Projects Effectively)	Tuesday	April 23	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Transition and Diversity	Friday	April 26	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Managing and Resolving Conflict in the Workplace	Friday	April 26	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Crossing the Great Divide	Tuesday	May 7	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* The New Manager/Supervisor	Tuesday & Thursday	May 7 & May 9	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	7.0
* FMLA, ADA, and Workers' Compensation	Thursday	May 30	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Conflict or Cooperation – Button Pushers	Tuesday	April 9	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Turning Worries into Action Plans	Tuesday	April 16	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Assertiveness in Action	Tuesday	April 30	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Make the Write Choice – Guidelines for Usage	Tuesday	April 30	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Super Stressed! Techniques for Fighting What's Fighting You	Thursday	May 2	8:30 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.5
Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You	Thursday	May 2	10:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Thursday	May 2	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Building a New Habit	Thursday	May 9	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Presentation Skills for Out of the Box (and This World!) Presentations	Tuesday	May 14	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Minutes Matter	Thursday	May 16	9:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Power Tools – Proofing Practice	Thursday	May 16	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Auto Buying 101	Tuesday	May 21	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Workplace Generational Issues	Thursday	May 23	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Wellness Training

Course	Day	Date	Time	Location	Hours
WLS: A Prescription to LOL	Wednesday	April 3	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: All is Well – An Orientation to Employee Wellness	Wednesday	April 3	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Counterfeit Energy – Energize Your Day the Natural Way	Wednesday	April 10	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures	Wednesday	April 10	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Tech-Savvy Fitness	Wednesday	April 17	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Culinary Roadshow Series: The Lite Italian	Thursday	April 18	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor Conference Room	2.0
WLS: Sleep, Your Brain, Appetite and Weight – What's the Link?	Wednesday	April 24	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0

WLS: Dealing with Anger & Emotional Intelligence	Wednesday	April 24	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Plant Based Benefits – Vegan and Beyond	Wednesday	May 8	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Extreme Fitness – Taking it to the Next Level	Wednesday	May 15	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Culinary Roadshow Series: Going Green – Delicious Ways to Prepare Leafy Greens	Thursday	May 16	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor Conference Room	2.0
WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Networking for the Network Challenged & The Art of Small Talk	Wednesday	May 22	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
WLS: A Prescription to LOL	Wednesday	April 3	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: A Prescription to LOL	Wednesday	April 3	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: All is Well – An Orientation to Employee Wellness	Wednesday	April 3	1:30 pm – 3:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: All is Well – An Orientation to Employee Wellness	Wednesday	April 3	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: All is Well – An Orientation to Employee Wellness	Wednesday	April 3	1:30 pm – 3:30 pm	Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	2.0
aConflict or Cooperation – Button Pushers	Tuesday	April 9	1:00 pm – 2:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5

Conflict or Cooperation – Button Pushers	Tuesday	April 9	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Conflict or Cooperation – Button Pushers	Tuesday	April 9	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Conflict or Cooperation – Button Pushers	Tuesday	April 9	1:00 pm – 2:30 pm	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	1.5
WLS: Counterfeit Energy – Energize Your Day the Natural Way	Wednesday	April 10	8:30 am – 10:30 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: Counterfeit Energy – Energize Your Day the Natural Way	Wednesday	April 10	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures	Wednesday	April 10	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures	Wednesday	April 10	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures	Wednesday	April 10	1:30 pm – 3:30 pm	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0
WLS: Tech-Savvy Fitness	Wednesday	April 17	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Tech-Savvy Fitness	Wednesday	April 17	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Tech-Savvy Fitness	Wednesday	April 17	1:30 pm – 3:30 pm	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0
WLS: Sleep, Your Brain, Appetite and Weight – What's the Link?	Wednesday	April 24	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0

WLS: Sleep, Your Brain, Appetite and Weight – What's the Link?	Wednesday	April 24	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Dealing with Anger & Emotional Intelligence	Wednesday	April 24	1:30 pm – 3:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: Dealing with Anger & Emotional Intelligence	Wednesday	April 24	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Dealing with Anger & Emotional Intelligence	Wednesday	April 24	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Make the Write Choice – Guidelines for Usage	Tuesday	April 30	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Make the Write Choice – Guidelines for Usage	Tuesday	April 30	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	Comm. Pct. 3 6600 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0
Super Stressed! Techniques for Fighting What's Fighting You	Thursday	May 2	8:30 am – 10:00 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Super Stressed! Techniques for Fighting What's Fighting You	Thursday	May 2	8:30 am – 10:00 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on Your	Thursday	May 2	10:30 am – 12:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on Your	Thursday	May 2	10:30 am – 12:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Thursday	May 2	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Goal Getting Success: How to Set and Get Goals that Matter the Most	Thursday	May 2	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Plant Based Benefits – Vegan and Beyond	Wednesday	May 8	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Plant Based Benefits – Vegan and Beyond	Wednesday	May 8	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Extreme Fitness – Taking it to the Next Level	Wednesday	May 15	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Extreme Fitness – Taking it to the Next Level	Wednesday	May 15	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Extreme Fitness – Taking it to the Next Level	Wednesday	May 15	1:30 pm – 3:30 pm	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0
Power Tools – Proofing Practice	Thursday	May 16	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Power Tools – Proofing Practice	Thursday	May 16	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5

WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0
WLS: Networking for the Network Challenged & The Art of Small Talk	Wednesday	May 22	1:30 pm – 3:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Networking for the Network Challenged & The Art of Small Talk	Wednesday	May 22	1:30 pm – 3:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Networking for the Network Challenged & The Art of Small Talk	Wednesday	May 22	1:30 pm – 3:30 pm	Public Health 2223 West Loop South, Room 633 Houston, Texas 77027	2.0

E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.guillen@bmd.hctx.net.

19-course Customer Service, 14 Service Scenarios, 12 Service Matters, 6 Management & Leadership, and 10 Animated Workplace Topics series is limited and on a first come, first serve basis. Employees who register for this series must take all classes.

Business Friendly Customer Service (approximately 18 minutes)

This course helps customer relationship professionals become business friendly. It will define the middle ground between being too cold and impersonal and the other extreme of being too familiar.

Essential Elements of Internal Customer Service (approximately 18 minutes)

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

Essential Telephone Skills (approximately 20 minutes)

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and the best way to place callers on hold.

Five Forbidden Phrases (approximately 18 minutes)

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to offer positive alternatives on the phone and in-person.

Four C's of Coaching Skills (approximately 25 minutes)

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching in a variety of service and line management situations.

From Curt to Courteous (approximately 23 minutes)

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

How to Deal With the Foreign Accent (approximately 12 minutes)

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

How to Handle the Irate Customer (approximately 12 minutes)

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

Influencing the Interaction (approximately 20 minutes)

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

Listening Skills (approximately 25 minutes)

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six Steps to help team members become better listeners.

Maintaining Customer Relationships (approximately 14 minutes)

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

Proactive Customer Service (approximately 19 minutes)

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

Questioning Techniques (approximately 15 minutes)

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

Seven Keys to a Positive Mental Attitude (approximately 25 minutes)

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

Six Cardinal Rules of Customer Service (approximately 18 minutes)

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

Six Steps to Service Recovery (approximately 24 minutes)

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always

enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

That's Just Rude (approximately 14 minutes)

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

The Service Mentality (approximately 22 minutes)

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

14 Service Scenarios:

Staying on Track (approximately 5 - 8 minutes) We've all experienced those long winded callers, the folks who can't wait to tell you their life story. How do you effectively handle such callers while still providing great service?

It's Not Personal (approximately 5 - 8 minutes) It's never fun to handle a customer who is hot under the collar. And it's easy to internalize the actions of an irate customer. When you analyze such situations, the caller is normally upset about a problem and not with you specifically.

Know Your Limits (approximately 5 - 8 minutes) Recovering from service mishaps is a key component to excellent customer service. But what do you do about customers who continually push the envelope and expect you to deliver the Earth and the Moon for them?

Don't Bite the Hand That Feeds You (approximately 5 - 8 minutes) Every organization has rules and policies that you, as an employee, might not always agree with. Are there times when it's appropriate to agree with the customer about a policy they don't like? Or even trash talk your employer?

Harassment From Customers (approximately 5 - 8 minutes) We all strive to be friendly and give our clients the best service possible. But how do you handle situations when the client crosses the line of friendly and becomes inappropriate with their comments?

What's That Noise? (approximately 5 - 8 minutes) Providing excellent service to your client can be a challenge under perfect conditions. How do you handle a caller who has multiple distractions going on in the background?

To Escalate or Not to Escalate, Part 1 (approximately 5 - 8 minutes) You're trained how to handle a customer's issues. But some callers won't stay on script. How do you handle the angry customer who demands an immediate transfer to a supervisor?

To Escalate or Not to Escalate, Part 2 (approximately 5 - 8 minutes) Knowing when a customer needs to be escalated to a supervisor can be a tricky situation. Taking ownership of the caller's issue is critical. And problems can arise when a customer service rep is too quick to transfer calls.

Negative PR (approximately 5 - 8 minutes) No matter if it's being trashed on a message board or referring your company to a TV stations consumer reporter – upset customers can be a public relationship disaster.

Unreasonable and Irrational Customers (approximately 5 - 8 minutes) The customer service business is difficult enough when you're dealing with facts. But how do you react when a customer has his or her own version of reality?

Condescending Callers (approximately 5 - 8 minutes) It seems some customers make it a sport to try and talk down to you. We obviously can't reply with what we'd like to say. How do you handle such situations?

Cell Phone Difficulties (approximately 5 - 8 minutes) Although wireless technology has come a long way, there are still occasional dead spots and dropped calls. How do you handle the caller who is very difficult to understand?

Under the Influence (approximately 5 - 8 minutes) All callers deserve excellent service. But if you're in the service business long enough it's likely that you'll deal with a caller who is impaired or under the influence. What's the best way to manage these situations?

Caller Threats (approximately 5 - 8 minutes) Although extremely rare, it's important to be aware of the possibility of a caller with a big ax to grind. They may threaten you or your company in a variety of ways. Being aware of these situations and knowing who to alert about such calls is important.

What's In It For You?

6 Management/Leadership

A.I.M. for Development (approximately 45 minutes) Helps managers become effective at learning how to A.I.M. for better development plans. Ensure your employee's aspirations are aligned with your needs.

Coaching (approximately 45 minutes) In this session an emphasis on teaching managers about the power of questions. Shows the importance of helping team members think for themselves. Employees who arrive at a conclusion because they have thought through the issues are more likely to buy into that decision.

Delivering Feedback (approximately 45 minutes) This online class uses a five-point model for fixing performance problems. Learn how to get team members to do what you need them to do. Perfect for performance appraisals or day to day use.

Gaining Commitment (approximately 45 minutes) Learn to set performance objectives to engage team members both mentally and emotionally. People are more likely to hit their performance targets if they understand why the goal is important to the organization and are engaged in the reasons behind it.

Question of Evidence (approximately 45 minutes) Understand behavior-based interviewing techniques to demonstrate a method of establishing whether or not a candidate possesses the competencies you need based on evidence of past performance.

Using Competencies Successfully (approximately 45 minutes) Illustrates how to use competencies in appraisals, promotion interviews and for self-development. Learns how to apply competency framework to the way they work.

12 Service Matters

Topics include: (approximately 5 - 7 minutes)

Excellent Customer Service: Natural or Learned?

How Do You Build Rapport?

How Do You Demonstrate You Care?

How Do You Handle Bad Days?

How Do You Handle Varying Customer Styles?

If You Were Hiring Your Replacement, What Traits Would You Look For?

Is The Customer Always Right?

What Advice Would You Offer A New Person?

What Does Taking Ownership Mean To You?

What Motivates You To Excel?

10 Houndville Animated Workplace Topics

Topics include: (approximately 3 minutes)

Customer Diversity

Email Communication

Office Cell Phone Use

Safety in the Office

Value Learning Activities

Diversity in the Workplace

Ethics in the Workplace

Reducing Careless Errors

Sexual Harassment

Avoiding Touchy Topics

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 2.0 hours of training credit each.

Achieving Communication Effectiveness

Learn to function more productively through improved communication to get tasks done faster with fewer mistakes. Understand the elements of communication to overcome barriers to effective listening. Learn to improve your ability to listen and interpret messages.

Coaching Job Skills

Managers/Supervisors will learn the process of developing relationships with team members to successfully achieve results to perform a job, task, or skill. Understand the special nature of coaching, one-on-one activities that involve showing a team member how to perform a task, and the importance of observation and analysis before coaching a team member. Learn to involve team members in the coaching process by asking questions and encouraging feedback.

Communicating Up

Learn how to frame communication so that a desired result is achieved. Understand the importance of framing all communication in terms of self-interest. Use questions to focus on benefits to be gained when the objective is reached. Clearly and concisely restate the decisions that resulted from communication to insure that those decisions are mutually understood.

Delegating

Delegating provides the tools necessary to develop messages that communicate the “what” and “why” of every delegated task to increase confidence and responsibility. Understand the importance of effective delegation as well as the problems associated with the lack of delegating or delegating poorly. Encourage participation and involvement through proper delegating methods and establish responsibility and authority for a delegated task.

Developing and Coaching Others

Effectively and successfully develop team members to become better and more consistent performers. Successfully motivate, direct, and coach through a learning process to ensure learning is transferred into improved on-the-job-performance. Effectively handle “coaching moments” to improve performance on the job.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member’s own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member’s behaviors rather than on their personalities or attitudes and involve your team members in goal setting, solving problems, and making decisions.

Hiring Winning Talent

This session will teach a behaviorally-based interview approach and learn how to discover the “real” person behind a job applicant.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of dealing with unsatisfactory work habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that so often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world, and in one's personal life.

Providing Performance Feedback

This session will establish performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Complaints

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Solving Workplace Problems

Learn a process for solving problems to understand that by working together and looking at things with a new perspective, anyone can be creative and innovative. Participants will learn how to define problems, identify blocks to creativity, and develop skills and create strategies to plan creative solutions.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.guillen@bmd.hctx.net.

Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

To Access the Aetna EAP Website:

www.AetnaEAP.com

1-866-849-8229

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management
Substance Abuse/misuse
Burnout
Child and elder care
Depression
Legal concerns
Coping with Change

Family or parenting issues
Work/life balance
Marital/relationship problems
Anxiety
Anger Management
Financial issues
Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

Upcoming Classes

These classes are for your future training planning purposes. Specific dates, times, and locations will be announced in upcoming Training Schedules. Additional classes will be added. All classes are subject to change without notice. Classes with an asterisk * are open to managers/supervisors only.

Assertiveness in Action

*Big or Small – We Can Manage Them All! (Managing Projects Effectively) **

Change Your Attitude, Change Your Life!

*Coaching for Excellence **

*Coaching Your Employees: The 364 Days Before a Performance Appraisal **

Conflict or Cooperation

Conflict or Cooperation – Button Pushers

Construction Zone

Crossing the Great Divide

*Crossing the Great Divide for Managers/Supervisors **

Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You

Ethics Training

*FMLA, ADA, and Workers' Compensation **

Get Organized Now

Goal Getting Success: How to Set and Get Goals that Matter the Most

*Introduction to Employment Laws **

Make the Write Choice – Guidelines for Usage

*Managing and Resolving Conflict in the Workplace **

Managing Multiple Priorities

Power Tools – Proofing Practice

Presentation Skills for Out of the Box (and This World!) Presentations

Projecting Professionalism Minutes Matter

*R*E*S*P*E*C*T*

*R*E*S*P*E*C*T for Managers/Supervisors **

Super-Stressed! Techniques for Fighting What's What Fighting You

The Martial Art of Communication

*Performance Management: Performance Goals **

*The Ins and Outs of TWC **

*The New Manager/Supervisor **

The Other Part of Your Job – Dealing with Personalities, Egos, and Politics

*The Supervisor Mediator: How to Effectively Mediate Conflict Between Employees **

Tough Talks
*Tough Talks for Managers/Supervisors **
*Transition and Diversity **
Turning Worries into Action Plans
Under Construction
Workplace Generational Issues

New Employee Orientation

**** Please note: Registration is required.**

Date	Location
April 17, 2013	1310 Prairie, Suite 230 Training Room
May 17, 2013	1310 Prairie, Suite 230 Training Room

Open to all new employees. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, training programs and other Harris County services. Registration for this class is required.

Upcoming Retirement Seminars

Date	Location	Address
June 6, 2013	Leon Grayson Community Center	13828 Corpus Christi Houston, Texas 77015
August 1, 2013	Tom Bass Community Center	15108 Cullen Blvd. Houston, Texas 77047
November 7, 2013	Trini Mendenhall Sosa Community Center	1414 Wirt Road Houston, Texas 77055

Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.

Contact **713-755-4843** for further information.



The Training Library



Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training

- A Concise Guide to Successful Employment Practices (text)
- Ethics Training (DVD & Handouts)
- FMLA (DVD)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment What You Need to Know (text)

Employee Development

- Balancing Home & Career (text)
- Communication Booster Shots: Prescription for Healthy Communications (CD/DVD)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)

- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)
- Preventing Workplace Violence (text)
- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)

- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To arrange to borrow the titles above, please call 713-755-4843.

Description of April – May 2013 Offerings

Classes that have an asterisk * are open to **managers/supervisors only**

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

Assertiveness in Action

(Instructor: Tawnya Mitchell)

In this session, participants will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Participants will be able to identify techniques for standing up in difficult situations and for maintaining emotional control in conflict situations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Auto Buying 101

!!NEW!!

(Instructor: Christa Martin)

Car shopping can be very scary. This seminar will help you become familiar with the steps when buying a new vehicle, from researching your dream car to being financed. Note: Lunch will be provided by the Harris County Federal Credit Union.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

*** Big or Small – We Can Manage Them All! (Managing Projects Effectively)**

!!NEW!!

(Instructor: Margaret Johnson)

Participants will be able to define and describe the phases of the project life cycle. Participants will learn the tools of project management and create diagrams of current work projects to bring them on track and/or solve and create back-up plans. Also, learn how to effectively manage people involved directly or indirectly in projects and practice techniques for motivating their project team. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Building a New Habit

(Instructor: Stephen Haslam/Robert Pennington)

In this interactive workshop, participants will use Six Steps for Building a Positive Habit to help bring their dreams down to earth and make them a reality. Participants will have a plan for building a new habit that will increase productivity and success to overcome the natural resistance encountered when attempting to change old habits and establish new ones. In addition, a step-by-step process will be followed for building any new habit related to professional or personal goals.

Limit: 30.

This class is recommended for: all employees with supervisory approval.

*** Coaching Your Employees: The 364 Days Before a Performance Appraisal**

!!NEW!!

(Instructor: Amy Castro)

Managers/Supervisors will learn to identify what coaching is and is not to understand the importance in improving and maintaining performance. Participants will practice steps in coaching for success and improvement. **Limit: 35**

Managers/Supervisors

This class is recommended for: Managers/Supervisors

Conflict or Cooperation – Button Pushers

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will identify the top 5 “button pushing” situations and discuss why they escalate rather than resolve. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

*** Crossing the Great Divide**

!!NEW!!

(Instructor: Tawnya Mitchell)

Participants in this session will define various generations and their workplace characteristics and understand the how differences affect communication and relationships. Learn to determine your approach when communicating with employees of different generations and gain appreciation and respect for what is important to each generation. Formulate a plan to identify barrier behaviors and replace them with appropriate generational approaches.

Limit: 35 Managers/Supervisors

This class is recommended for: Managers/Supervisors

Culinary Roadshow Series: A Fresh Twist on Salads

!!NEW!!

(Instructor: Kari Kooi)

Often a salad is a salad by name only, but when prepared the right way a salad can be filling and low in calories at the same time. Learn how to jazz up salads using flavorful, hunger-satisfying combinations that are sure to dazzle your taste buds

and lift your diet's overall nutrient density. Discover how easy it is to make your own salad dressing that brings out the best in the flavorful ingredients. *Note: Small samples (1-2 bites) of the dish or dishes prepared are offered to attendees signed in on the class roster. This does not constitute a meal. Attendees with food allergies or intolerances will need to review the recipe card that is given in the class before trying a sample of the prepared dish. No special requests to alter the planned recipe will be made.* **Limit: 30.**

This class is recommended for: all employees with supervisory approval.

Culinary Roadshow Series: Going Green - Delicious Ways to Prepare Leafy Greens

!!NEW!!

(Instructor: Kari Kooi)

Kale, collards, swiss chard, mustard greens, spinach and turnip greens – these are just a handful of leafy green vegetables that pack a powerful punch of fiber, vitamins, and minerals. From vegetable smoothies to mixed green salads, these nutrient-dense all-stars have taken the recent culinary spotlight with their health protecting qualities. In this class, learn creative ways to incorporate more leafy greens into your meals. **Note: Small samples (1-2 bites) of the dish or dishes prepared are offered to attendees signed in on the class roster. This does not constitute a meal. Attendees with food allergies or intolerances will need to review the recipe card that is given in the class before trying a sample of the prepared dish. No special requests to alter the planned recipe will be made.** **Limit: 30.**

This class is recommended for: all employees with supervisory approval.

Culinary Roadshow Series: The Lite Italian

!!NEW!!

(Instructor: Justin Evans)

Come explore the other side of Italian cooking – the fresh, fragrant and lighter dishes that are pushed aside by the cream sauces and bulging bowls of pasta we typically see on restaurant menus. By the end of the class, sample a simply-prepared dish that showcases the freshness that is the heart of Italian cuisine. **Note: Small samples (1-2 bites) of the dish or dishes prepared are offered to attendees signed in on the class roster. This does not constitute a meal. Attendees with food allergies or intolerances will need to review the recipe card that is given in the class before trying a sample of the prepared dish. No special requests to alter the planned recipe will be made.** **Limit: 30.**

This class is recommended for: all employees with supervisory approval.

Deadly Emotions: How to Handle Your Emotions Before They Have a Handle on You

(Instructor: Susanne Gaddis)

Participants will learn tips and techniques to better handle your emotions before they have a handle on you. Understand the physiological changes that occur with enhanced emotions and learn the difference between primary and mixed emotions. Explore how to increase your emotional vocabulary and how to express how you truly feel. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** FMLA, ADA, and Workers' Compensation**

(Instructors: Eileen Begle)

Managers/Supervisors who attend this session will review eligibility requirements and procedures under the Family Medical Leave Act, the Americans with Disabilities Act, and Texas Workers' Compensation Act. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Goal Getting Success: How to Set and Get Goals that Matter the Most

(Instructor: Susanne Gaddis)

In this 1 ½ session participants recognize the common gaps, traps, and obstacles that keep you from accomplishing goals. Learn how to write goals in which you are more likely to achieve, learn how to prioritize them, and effectively track your progress. Also, learn how to increase focus and engagement and create the support necessary to achieve your goals. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Make the Write Choice – Guidelines for Usage

!!NEW!!

(Instructor: Tawnya Mitchell)

In this session participants will define usage and understand the importance of business writing. Participants will also identify the most commonly confused words in our language and provide opportunities to practice using them correctly.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

*** Managing and Resolving Conflict in the Workplace**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Participants will identify and understand conflict issues in the workplace. Learn to determine various types of conflict and how they occur, and examine ways to resolve conflict effectively. Also, recognize the role of bullying and retaliation in the workplace and identify ways how to reduce the occurrence. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Minutes Matter

(Instructor: Tawnya Mitchell)

Participants in this session will complete a personal time management assessment to identify "timewasters" and discover techniques to decrease them. Attendees will learn to establish and maintain priorities, effectively sort key tasks and duties, and identify tips and techniques for using technology tools to assist. Participants will develop a personal plan to implement more effective time management techniques in the workplace. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Power Tools – Proofing Practice

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will identify methods for proofing and editing content, structure, spelling, grammar, and usage. Attendees will practice proofreading and editing skills using samples provided and participate in group discussion regarding changes made. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Presentation Skills for Out of the Box (and This World!) Presentations

(Instructor: Margaret Johnson)

Participants in this class will learn how to catch their audience's attention and keep it throughout their presentations. Attendees will focus on creative techniques to present their ideas. Learn how to organize presentations and how to fit a pre-determined time constraint to fit changing expectations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** R*E*S*P*E*C*T**

!!NEW!!

(Instructor: Tawnya Mitchell)

Receiving and exhibiting mutual respect in the workplace is one the most essential ways to build and maintain appropriate professional relationships. Video scenarios and discussions will help alert employees to potentially difficult situations to help avoid harassing and disrespectful behaviors. In this session, a multitude of scenarios will reflect on discriminatory behavior, teamwork and responsibility in the treatment of others. Learn how to manage your biases, find common ground and practice effective bridging techniques. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Super-Stressed! Techniques for Fighting What's Fighting You

(Instructor: Susanne Gaddis)

In this interactive session participants will understand the tools and techniques to effectively manage stress to increase productivity, morale, and reduce absenteeism. Also, attendees will learn the aspects of work-related stress and will walk away with specific tips for eliminating negative thoughts and habits related to stress. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** The New Manager/Supervisor**

!!NEW!!

(Instructor: Amy Castro)

Note: Participants must attend both sessions.

Managers/Supervisors will identify and practice employee performance and understand the importance of effective communication. Managers/supervisors will also identify communication barriers and learn how to overcome them. Also, identify leadership styles, define employee motivation, and learn to understand the types and importance of delegation.

Limit: 35 Managers/Supervisors

This class is recommended for: Managers/Supervisors

Turning Worries into Action Plans

(Instructor: Stephen Haslam/Robert Pennington)

Learn how to change a negative habit in a positive direction to achieve productive results. In this session, participants will learn to be aware of how negative thoughts produce negative emotions and the harmful physiological stresses caused by the habit of worry. Participants will create multiple and specific actions from moving from present reality towards the newly defined goals and turn a negative thought into a positive possibility and believe it! **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Transition and Diversity**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

In this interactive session participants will understand societal change and its impact on the workforce. Participants will also familiarize themselves with primary diversity dimensions of race, ethnicity, sex, age, and social class. **Limit: 35**

Managers/Supervisors

This class is recommended for: Managers/Supervisors

WLS: A Prescription to LOL

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

There is some truth to the saying, "laughter is the best medicine." Nothing is more personal than your smile and your laughter. They are your personal signature and are unique to you. Join us as we discover the importance of laughter to our health and overall well-being. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: All is Well – An Orientation to Employee Wellness

!!NEW!!

(Instructor: Sarah Acosta)

This class reviews the basics of the Harris County employee wellness program, All is Well at Harris County. Whether you are new or have been around for a while, the employee wellness program has something for you. Team challenges, classes and coaching are just a few of the benefits this program offers at no cost to all covered members of the Harris County Medical Plan (Aetna). In addition to a review of benefits/services, this class will also discuss the new, 2014 – 2015 Healthy Actions Medical Plan, a premium incentive for benefits-eligible employees. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures

!!NEW!!

(Instructor: Judy Entzenberger)

How do we tell the difference between normal feelings of stress and symptoms of anxiety? The first part of this class helps participants understand different types of anxiety and provides tools to notice signs in your own life or the life of someone close to you. By the end of this class, participants will be able to define anxiety disorders, identify anxiety symptoms and understand how thoughts and actions contribute to anxiety. Self-regulation is a valuable tool that can be utilized to improve our responses in both our personal and work lives. The second part of this class will provide information on the concept of self-regulation while introducing the physical and emotional effects of being under pressure. Participants will be provided tools to communicate more effectively under pressure and implement a personal plan to relieve pressures. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Counterfeit Energy – Energize Your Day the Natural Way

!!NEW!!

(Instructor: Kari Kooi)

Overstressed, fast-paced lifestyles can drain our energy and vitality, leading many to turn to artificial energy sources. Quick-fixes such as energy drinks only mask the symptoms of fatigue and, ironically, deplete our energy reserve. Americans are seeking an energy boost from all the wrong places. Learn solid strategies for a steady, sustainable energy flow all day the natural way! **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Dealing with Anger & Emotional Intelligence

!!NEW!!

(Instructor: Judy Entzenberger)

Anger is a powerful human emotion that has physical, psychological and interpersonal consequences. The first part of this class explores those areas and provides tips to manage angry responses. Participants will be able to define anger, identify the physiological responses to anger, understand how to use proactive approaches to dealing with anger as well as manage their anger. This second part of this class is based upon Daniel Goleman's work and it identifies the 4 components of emotional awareness. The class will help identify the range of emotions and how they affect both work and home relationships. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Extreme Fitness – Taking it to the Next Level

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

When was the last time you pushed yourself? Do you normally exercise outside of your comfort-zone? Join us as we learn about the amazing human body and discover the pros and cons about extreme fitness. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Fountain of Youth – Increasing Longevity

!!NEW!!

(Instructor: Kari Kooi)

Where is the much sought after, elusive fountain of youth? You may be surprised to learn that it's in the simplest of places like your grocery cart, sleep pattern, and exercise routine! This interesting fact-packed presentation will equip you with strategies for adding life to your years and years to your life. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Networking for the Network Challenged & The Art of Small Talk

!!NEW!!

(Instructor: Judy Entzenberger)

During the first part of this class, you will learn why networking is key to your career success and how to make networking a stress-free, fear-free, career-boosting process. You will learn how to assess and expand your network, how to begin a structured networking plan and how to use networking to develop long-term relationships with others. The second part of this class will help you to develop the art of small talk so you can increase your comfort level. Ever find yourself at business meetings with little to say? How about social gatherings? Are you the one standing in the corner with the plant? By the end of this class you will take away simple conversation builders, be able to recognize conversation stoppers and have an increased comfort level in social situations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Plant Based Benefits – Vegan and Beyond

!!NEW!!

(Instructor: Kari Kooi)

Research is consistently showing that a plant based diet has many protective and restorative powers. Take heart, a plant-based diet doesn't have to equate to subsisting on foods like bean sprouts sprinkled with wheat germ. This eating style can be a vibrant, flavorful way of eating with lots of variety. It can even include some meat! Gradually making the transition to a plant based diet has a rainbow of health benefits including a lower risk of heart disease, diabetes and obesity. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Skin Cancer – Beyond the Sun's Rays

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

Did you know that a majority of Americans with skin cancer developed it WITHOUT being in the sun? Let's dive into the facts and fiction of this disease and learn how to protect ourselves. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Sleep, Your Brain, Appetite and Weight – What's the Link?

!!NEW!!

(Instructor: Kari Kooi)

We're living in a time of unprecedented sleep debt. Sure, you can say that you can get by on 5 hours of sleep a night or less...but do you realize not getting enough sleep is like a domino effect? It affects your weight, the foods you eat, your appetite and brain. Sleep is a complex, dynamic activity where your body is at its busiest repairing and maintaining every aspect of your physiology and psychology. Do you have problems sleeping? Learn expert tips on how to get a restful, restorative night's sleep. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Tech-Savvy Fitness

!!NEW!!

(Instructor: YMCA Healthy Living Specialist)

2013 is a time of ever-changing electronics and trends. From Apps to special gizmos, fitness has been taken to an entirely new level. Are your workouts evolving with the times? We will take a look at different ways that today's electronics can improve your fitness. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Workplace Generational Issues

(Instructor: Richard Lewis & Joanne Ford-Robertson)

In this session participants focus on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation, and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.



all is well at Harris County



www.wellathctx.com
Password: WELL4HCTX

April - May 2013 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
APRIL		
National Humor Month	4/1 – 4/30	County-wide
April Monday/Wednesday Downtown Zumba**	4/1 – 4/29 No class 4/3, 4/10	4:10 pm – 5:10 Ppm 1310 Prairie, 16 th Floor Conference
April Monday/Wednesday Downtown Boot Camp**	4/1 – 4/29 No class 4/3, 4/10	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
April Monday/Wednesday Annex M Boot Camp**	4/1 – 4/29	5:15 pm – 6:15 pm 2525 Murworth, CPS Room D36
April Tuesday/Thursday Downtown Boot Camp**	4/2 – 4/30 No class 4/9, 4/11	5:15 pm – 6:15 pm 1310 Prairie, 16 th Floor Conference
National Start! Walking Day	4/3	County-wide
Wellness Lecture Series: A Prescription to LOL**	4/3	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: All is Well: An Orientation to Employee Wellness**	4/3	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Live Healthy Harris County 10 Week Wellness Challenge – ENDS!	4/5	County-wide
Wellness Lecture Series: Counterfeit Energy – Energize Your Day the Natural Way**	4/10	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Coping with Anxiety & Building Skills to Handle Life's Pressures**	4/10	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
RD on the Go** (by appointment)	4/11	8:00 am – 12:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Tech-Savvy Fitness**	4/17	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Culinary Roadshow Series: The Lite Italian**	4/18	12:00 pm – 1:00 pm 1310 Prairie, 16 th Floor Conference

April Thursday – 2:00 pm Downtown Yoga**	4/18, 4/25	2:00 pm – 3:00 pm 1310 Prairie, 16 th Floor Conference
RD on the Go** (by appointment)	4/23	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Onsite Physicals by The Methodist Hospital** (by appointment)	4/24	7:00 am – 12:00 pm 1310 Prairie, 9 th Floor
Wellness Lecture Series: Sleep, Your Brain, Appetite and Weight – What's the Link?**	4/24	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Dealing with Anger & Emotional Intelligence**	4/24	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
MAY		
National Melanoma/Skin Cancer Awareness Month	5/1 – 5/31	County-wide
Downtown Fitness Classes – To Be Announced	5/1 – 5/30	1310 Prairie
May Monday/Wednesday Annex M Boot Camp**	5/1 – 5/29 No class 5/27	5:15 pm – 6:15 pm 2525 Murworth, CPS Room D36
Wellness Lecture Series: Skin Cancer – Beyond the Sun's Rays**	5/1	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Live Healthy Harris County 8 Week Operation Knowledge Challenge – BEGINS!	5/7	County-wide
Onsite Physicals by The Methodist Hospital** (by appointment)	5/8	7:00 am – 12:00 pm 1310 Prairie, 9 th Floor
Wellness Lecture Series: Plant Based Benefits – Vegan and Beyond**	5/8	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
RD on the Go** (by appointment)	5/9	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Wellness Lecture Series: Extreme Fitness – Taking it to the Next Level**	5/15	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Culinary Roadshow Series: Going Green – Delicious Ways to Prepare Leafy Greens**	5/16	12:00 pm – 1:00 pm 1310 Prairie, 16 th Floor Conference
RD on the Go** (by appointment)	5/21	8:00 am – 5:00 pm 1310 Prairie, Suite 400
Onsite Physicals by The Methodist Hospital** (by appointment)	5/22	7:00 am – 12:00 pm 1310 Prairie, 9 th Floor
Wellness Lecture Series: Fountain of Youth – Increasing Longevity**	5/22	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Networking for the Network Challenged & The Art of Small Talk**	5/22	1:30 pm – 3:30 pm 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	5/23	9:00 am – 4:00 pm 1310 Prairie, 9 th Floor

**Dates, locations and program content subject to change.*

***Posted on the Training website (<http://www.harriscountytexas.gov/hctraining/>) for registration*

Wellness Training Classes

Online Training

Learn more about important health topics such as nutrition, fitness, work/life balance and stress management while at work or at home. Classes are worth 2 hours of training credit and can be streamed directly from the Employee Wellness website, www.wellathctx.com (**well4hctx**). Training credit is provided upon completion of the corresponding, online quiz (60% or better) and will be reported to your department. It is at the department's discretion to accept/deny credits earned from wellness training classes.

To view the online training classes:

1. Go to the Employee Wellness website at www.wellathctx.com (**well4hctx**)
2. Click on "Be Informed" and then "Online Training"
3. Click on the class you want to begin and register.

Course	Online	Hours
Emotional Eating	Online	2.0
More Fiber, Please!	Online	2.0
More Than Meats the Eye	Online	2.0
Sports Nutrition: Peak Your Performance at Any Level	Online	2.0
The Pressure is On	Online	2.0
What Does Sleep Have to Do with It?	Online	2.0

Onsite Training

Learn more about important health topics such as nutrition, fitness, work/life balance and stress management while at work. Wellness Lecture Series classes are generally 2 - 3 hours in length while the new Culinary Roadshow Series is 1 hour in length during the noon hour. Training credit is provided upon completion and will be reported to your department. It is at the department's discretion to accept/deny credits earned from wellness training classes.

To register for an onsite class:

1. Go to the Training website at <http://www.harriscountytexas.gov/hctraining/>
2. Click on the '+' to expand Human Resources & Risk Management
3. Click on Wellness Training and then class you want.

To register for an onsite class offered through Distance Learning:

1. Go to the Training website at <http://www.harriscountytexas.gov/hctraining/>
2. Click on the '+' to expand Human Resources & Risk Management
3. Click on Distance Learning and then the class/location you want.

Course	Day	Date	Time	Location	Hours
WLS: A Prescription to LOL	Wednesday	April 3	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: All is Well – An Orientation to Employee Wellness	Wednesday	April 3	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Counterfeit Energy – Energize Your Day the Natural Way	Wednesday	April 10	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Coping with Anxiety & Building Skills to Handle Life's Pressures	Wednesday	April 10	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Tech-Savvy Fitness	Wednesday	April 17	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Culinary Roadshow Series: The Lite Italian	Thursday	April 18	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor Conference Room	2.0
WLS: Sleep, Your Brain, Appetite and Weight – What's the Link?	Wednesday	April 24	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Dealing with Anger & Emotional Intelligence	Wednesday	April 24	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
WLS: Skin Cancer – Beyond the Sun's Rays	Wednesday	May 1	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Plant Based Benefits – Vegan and Beyond	Wednesday	May 8	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Extreme Fitness – Taking it to the Next Level	Wednesday	May 15	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Culinary Roadshow Series: Going Green – Delicious Ways to Prepare Leafy Greens	Thursday	May 16	12:00 pm – 1:00 pm	1310 Prairie, 16 th Floor Conference Room	2.0
WLS: Fountain of Youth: Increasing Longevity	Wednesday	May 22	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Networking for the Network Challenged & The Art of Small Talk	Wednesday	May 22	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Healthy Actions Medical Plan 2014 – 2015

Completion of 2 hours of wellness training (online or onsite) fulfills an eligibility requirement of the Healthy Actions Medical Plan. You must receive a passing grade (60%) for the online class to receive credit.

Not Downtown?

Check with your department Wellness Champion for requesting onsite classes for your office/department. Go to www.wellathctx.com (**well4hctx**) and click on "About Employee Wellness" to find your department Wellness Champion.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

RD on the Go Program

This program provides FREE onsite, preventive nutrition and diet counseling as well as general health coaching by a registered and licensed dietitian and certified health coach from The Methodist Hospital. Sessions are based on what YOU want to learn more about! Sessions are 30 minutes in length and are offered 2 days each month at 1310 Prairie, Suite 400 Benefits.

Appointments may be made on the Training website, <http://www.harriscountytexas.gov/hctraining/>.

Your appointment is confirmed IF you receive a confirmation email from the scheduler. "Wait Listed" appointments do not receive an email confirmation. One week before your scheduled appointment you will receive another email with additional information.

ELIGIBILITY

This program is only open to covered members of the Harris County Medical Plan (Aetna) as well as new, full-time employees still within their 3-month benefits waiting period. This program may be used as frequently as needed.

Day	Date	Time	Appt. Length	Location
Thursday	April 11	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400 Benefits
Tuesday	April 23	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400 Benefits
Thursday	May 9	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400 Benefits
Tuesday	May 21	8:00 am – 5:00 pm	30 minutes	1310 Prairie, Suite 400 Benefits

Confidentiality

All health information collected and discussed during the onsite counseling session WILL NOT be shared with Harris County by The Methodist Hospital.

Healthy Actions Medical Plan 2014 - 2015

Completion of 2 hours of coaching sessions (four, 30-minute sessions) in the RD on the Go program fulfills an eligibility requirement of the Healthy Actions Medical Plan.

Not Downtown?

Check with your department Wellness Champion for requesting this program for your office/department. Go to www.wellathctx.com (**well4hctx**) and click on "About Employee Wellness" to find your department Wellness Champion.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

Onsite Mammography Program

The Rose, a non-profit breast cancer organization, provides their mobile (digital) mammography services on the 9th Floor of the Anderson-Clayton Building (1310 Prairie) every other month.

Who is eligible for an onsite routine mammogram?

Covered members of the Harris County Medical Plan (Aetna) may take advantage of this onsite service provided at NO COST (100% covered) by meeting the following plan criteria for receiving routine mammography:

- 1 baseline mammography for ages 35-40 years
- Age 40 years and older, 1 mammography every calendar year

Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography. Please seek this service through their stand-alone facilities (www.therose.org) or another Aetna network provider.

Make your appointment online with The Rose

To make your appointment for an upcoming date, please follow these steps:

1. Go to the secure scheduling website, <http://www.sentinelanalytics.net/mms/>
2. Enter the Company Code, **HCTX** (not case-sensitive)
3. Answer the pre-screening questions and enter your personal information
4. Select your appointment date and time

Day	Date	Time	Appt. Length	Location
Thursday	May 23	9:00 am – 3:45 pm	15 – 30 minutes	1310 Prairie, 9 th Floor

Please note that you STILL have the freedom to choose ANY provider within the Aetna network to receive your mammogram at no cost per plan criteria. If you have questions about finding a provider near you or the date of your last mammogram please contact Aetna at 713-755-5604 or 1-800-279-2401. You can also log in to your Aetna Navigator at www.aetna.com to view this information.

Confidentiality

All health information collected and discussed during the onsite mammogram WILL NOT be shared with Harris County by The Rose.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

Onsite Annual Physicals

Annual physicals are available onsite and at no cost at the Anderson-Clayton Building (1310 Prairie, 9th Floor) to eligible* employees covered by the Harris County Medical Plan (Aetna).

The annual physical is provided by a medical doctor from The Methodist Hospital and includes the following:

- Physician history and physical
- Vital signs (height, weight, blood pressure, girth measurement)
- Resting electrocardiogram (EKG)
- Blood and urine laboratory tests (CBC Diff, Urinalysis, Comprehensive Metabolic Panel, TSH, Free T4, Lipid Panel, and PSA-the prostate cancer screening for men over 40 or with history of disease.)

Appointments may be made on the Training website, www.harriscounty.gov/hctraining/.

Your appointment is confirmed IF you receive a confirmation email from the scheduler. "Wait Listed" appointments do not receive an email confirmation. One week before your scheduled appointment you will receive another email with additional information from The Methodist Hospital and a reminder phone call the day before.

Eligibility

The Harris County Medical Plan (Aetna) covers at 100% ONE routine physical per calendar year. If you are an employee covered by the Harris County Medical Plan (Aetna) and have not received a routine physical for this calendar year, you are eligible to take advantage of this onsite service at no cost to you. **Please note that you STILL have the freedom to choose ANY physician or nurse practitioner within the Aetna provider network to receive your annual physical at no cost per plan criteria.** If you have questions about finding a provider near you or the date of your last annual physical please contact Aetna at 713-755-5604 or 1-800-279-2401. You can also log in to your Aetna Navigator at www.aetna.com to view this information.

Day	Date	Time	Appt. Length	Location
Wednesday	April 24	7:00 am – 12:00 pm	30 minutes	1310 Prairie, 9 th Floor
Wednesday	May 8	7:00 am – 12:00 pm	30 minutes	1310 Prairie, 9 th Floor
Wednesday	May 22	7:00 am – 12:00 pm	30 minutes	1310 Prairie, 9 th Floor

Confidentiality

All health information collected and discussed during the onsite annual physical WILL NOT be shared with Harris County by The Methodist Hospital.

Healthy Actions Medical Plan 2014 - 2015

Completion of a routine annual physical OR County-coordinated Wellness Screening fulfills an eligibility requirement of the Healthy Actions Medical Plan.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

Exercise Classes

Registration for all exercise classes is available on the Training website, <http://www.harriscountytexas.gov/hctraining/>. Participation in County-coordinated exercise classes is voluntary (personal time) and completion of a liability waiver is required. Walk-in participation is allowed as space permits.

Cardio/Strength

Boot Camp: Boot Camp is a challenging workout that incorporates cardio, endurance, partner resistance, core and strength training using body weight and dumbbells to create a lean, strong, healthy body. *Classes are taught by GUMBO fitness trainers.*

Zumba: This cardio-Latin fusion class features aerobic interval training to maximize fat burning and total body toning, all to incredible music with moves that are easy to learn! *Classes are taught by YMCA fitness trainers.*

Mind/Body

Yoga: Yoga builds a strong body, mind and spirit. This class incorporates yoga postures, breathing exercises and a mind focus to improve balance, strength and flexibility. Restorative breathing exercises and final relaxation will promote stress reduction and mental clarity. Postures are linked with the breath and transition smoothly from one to the next. *Classes are taught by trainers from The Methodist Hospital and/or the YMCA of Greater Houston.*

Class	Day	Date	Time	Location	No Class
Zumba	Monday & Wednesday	April 1 – 29	4:10 pm – 5:10 pm	1310 Prairie, 16 th Floor Conference Room	April 3, 10
Boot Camp	Monday & Wednesday	April 1 – 29	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	April 3, 10
Boot Camp	Monday & Wednesday	April 1 – 29	5:15 pm – 6:15 pm	2525 Murworth, D36-CPS Bldg Entrance	N/A
Boot Camp	Tuesday & Thursday	April 2 – 30	5:15 pm – 6:15 pm	1310 Prairie, 16 th Floor Conference Room	April 9, 11
Yoga	Thursday	April 18, 25	2:00 pm – 3:00 pm	1310 Prairie, 16 th Floor Conference Room	N/A
Boot Camp	Monday & Wednesday	May 1 – 29	5:15 pm – 6:15 pm	2525 Murworth, D36-CPS Bldg Entrance	May 27

Not downtown? Check with your department Wellness Champion for classes that may be available in your area. Go to www.wellathctx.com (**well4hctx**) and click on “About Employee Wellness” to find your department Wellness Champion.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

Wellness Challenges

Live Healthy Harris County (LHHC) is a physical fitness and weight maintenance program sponsored by Harris County and Aetna in conjunction with Live Healthy America.

To register, go to www.livehealthyhouston.org

- Enter the Group Registration Code, **LHHC**, to get to the Live Healthy Harris County Registration page.
- Teams may have 2-10 members and captains are allowed to manage multiple teams.

For questions, email wellness@bmd.hctx.net or call the Benefits Office at 713-755-7057.

Challenge	Type	Registration Opens	Start	End	Fee*
LHHC 8 Week Operation Knowledge Challenge	Brain challenge with daily questions	April 16	May 7	July 1	\$0

*Standard registration fee is \$5; Harris County is contributing \$5 for all eligible employees, dependents and retirees. This includes employees, retirees and their dependents 18 years and over covered by the Harris County Medial plan (Aetna). New employees still within their 3-month benefits probation period are also eligible for the \$0 entry fee. All other participants including contract, temporary, part-time, and State employees will be required to pay the standard registration fee of \$5. Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.